



Backup Express Pty. Ltd.

ACN 115 518 397

P.O. Box 95, GEEBUNG, Q4034

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# Backup Express Backup Client version 11

## Quick Start Guide

### Thank you for choosing Backup Express !

Getting Backup Express running on your computer is simple. This guide will step you through the process of:

1. Downloading the software and documentation
2. Installing the software on your computer
3. Configuring the software with your account details
4. Selecting the files you want to backup
5. Configuring a schedule for automatic backup
6. Performing your first full backup
7. Optionally setting up notification using email

If you need any additional help, we are more than happy to assist. Our contact details for Phone, Fax and Email are in the welcome mail you received when you opened your account.

### 1. Downloading the Software and Documentation

When you signed up for online backup we sent you a welcome email. This contains your account details, as well as several links which enable you to download the client software and documentation.

Download and install the **Client Software** by clicking on the link shown in the welcome email

When you click the link, a box will ask you whether you want to 'Run' or 'Save' the file. To install the software just click 'Run'. Alternatively, if you want to save the file to your hard disk for later use, select 'Save', and choose a convenient location to save the file, for example your "My Documents" folder. Then after it has downloaded, run the file from the location you saved it to.

The **User Manual** is not required in order to get the software operating, but it may be useful as a more detailed reference. It may be downloaded from the link shown in the welcome email.



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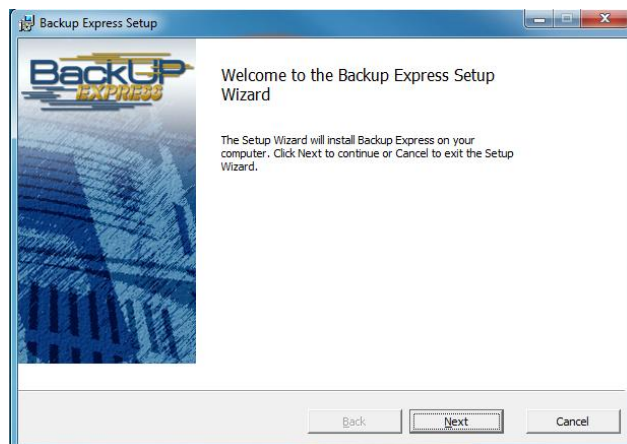
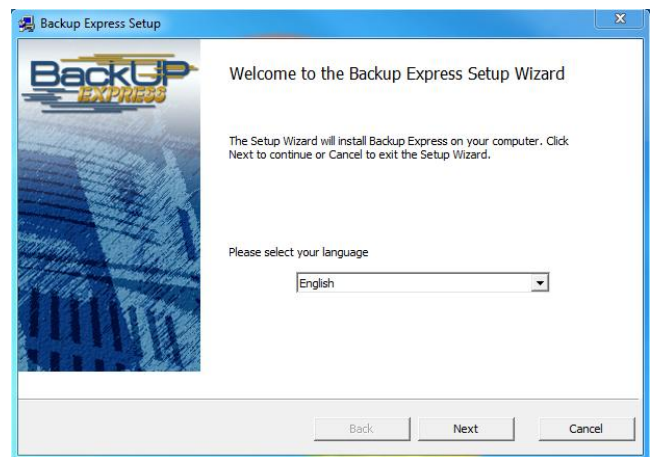
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## 2. Installing the Software

Start the installation program as described above.

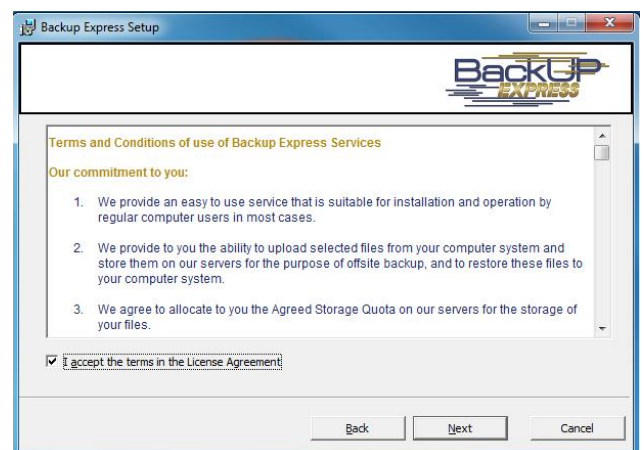
Since English is the only supported language click **NEXT**.



Welcome to the Install program. Click **NEXT**.

Please read our Terms and Conditions.

Then tick the 'I accept' box and click **NEXT**





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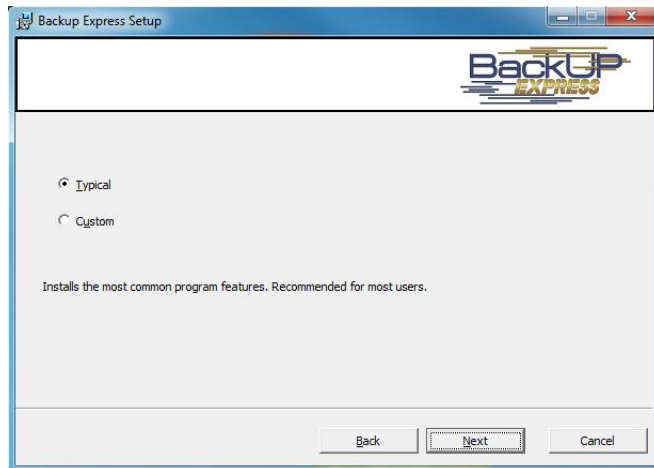
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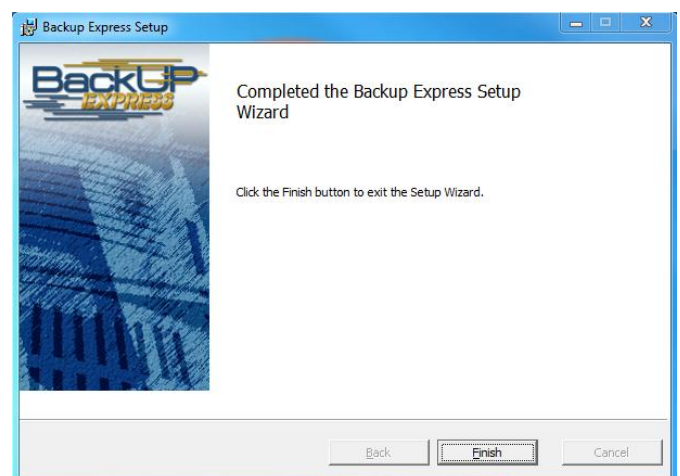


The **Typical** installation is just fine for most cases.

Click **NEXT**

Installation is complete.

Click **FINISH** to return to the desktop.



Congratulations! Your Backup Express software is now installed.

You will see an icon labelled **Backup Express** on the desktop.



The next step is to configure your software.



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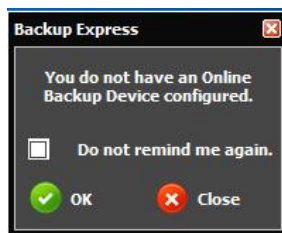
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### 3. Configure your online backup connection using your account details



If you have just installed Backup Express you may see this in the lower right corner of your screen.

Click **OK**.

If you don't see this then double-click on the Backup Client Icon.

On this screen you can fill in the information provided in your welcome email.  
It should look something like this:

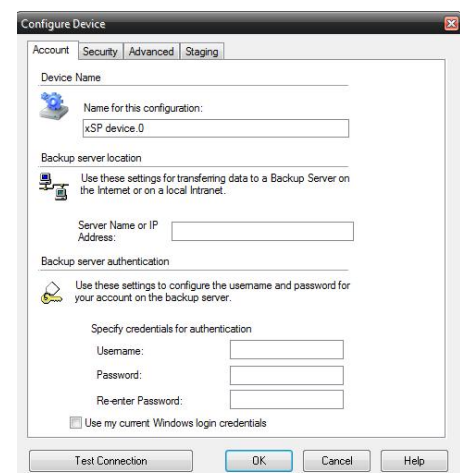
\*\*\*\*\* Account Details \*\*\*\*\*

Backup server name: stevenbrown.data.backupexpress.com.au

Backup server port: 308

Account name: stevenbrown

Account password: \*\*\*\*\*



Fill in the **Server Name or IP Address**, the **Username** and the **Password** from the email and click **Test Connection**.

If all is well you will be rewarded with 'Connection Test Succeeded'. Click **OK**.

If it doesn't work first go, check your details and try it again. Contact technical support if you still have a problem.

By default your account password will be used as the Secret Key when encrypting your files. If you want to use your own Secret Key you may enter this on the 'Security' Tab.

When you are finished click **OK**. Your connection is configured.



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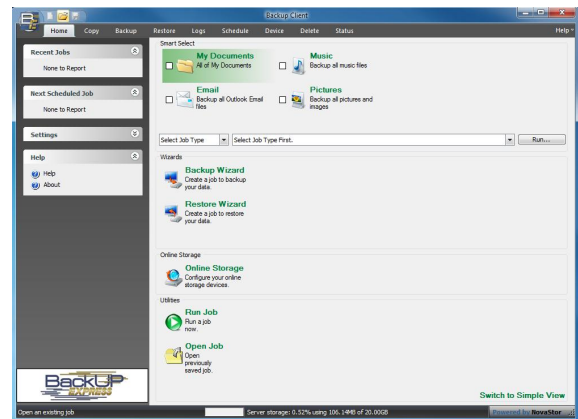
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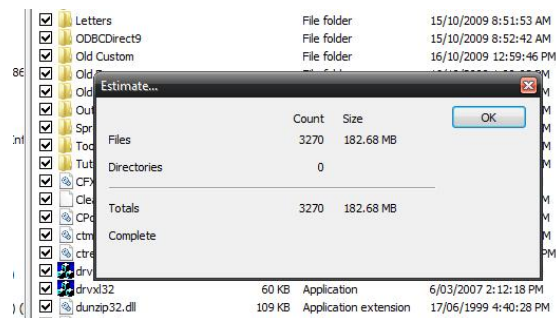
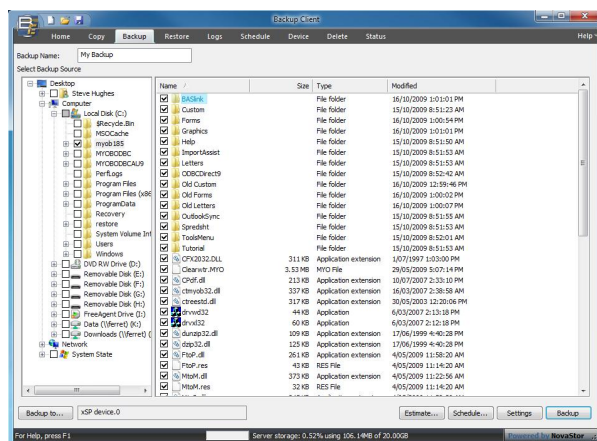
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#### 4. Select the files you want to backup

Here is a view of the Main screen, called the 'Home' page. Click on the 'Backup' Tab.



On the Backup Page you can choose which files you want to backup. Expand the folder tree on the left-hand panel and place a tick next to the folders or files you want to backup. In the example below we have chosen to backup only our MYOB Accounting package.



Once you have made your selection, Click the 'Estimate...' button to determine the volume of data in your backup selection. Check that this is less than the space you have purchased on the server. We recommend that your data selection should be no more than 50% of the allocated space on the server, to allow room for previous versions of your files.

This step is very important, so take your time and think carefully about what data is most important to you. It is very easy to select a huge amount of data for backup – far in excess of the amount of storage you have purchased on the backup server.



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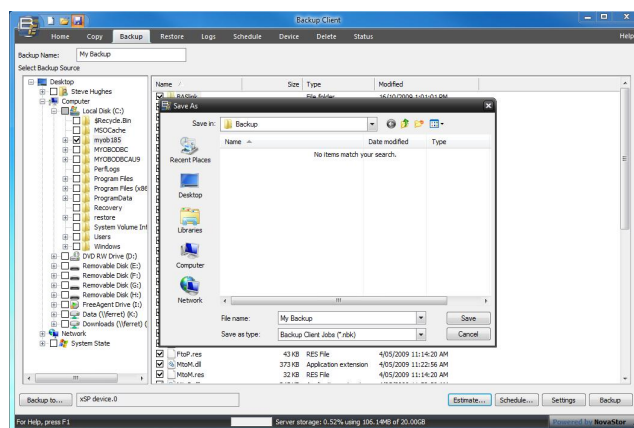
To put the figures in perspective, remember that the backup client shows your file selection size in Megabytes (MB). 1GByte = 1000 Megabytes. So if you have purchased a 10GByte account, you should aim to select no more than half of this, in other words approx 5GBytes, or 5000 Mbytes, for your backup.

**Tip:**

In general, you can avoid backing up any programs that you can reinstall from a purchased CD, such as Microsoft Office (Word, Excel, etc.). Focus your selection on things like your "My Documents" folder and data files of your important programs like accounting, tax, contact management and correspondence.

Your online backup software comes with predefined filters, which allow you to automatically select categories of files without knowing where all the files are located. Check the built-in help for Filters to learn how they can be used.

Once you have completed your file selections, save the backup set by clicking the Save Icon as shown below. Choose a name for the Backup Set (the default is 'My Backup') and click 'Save'.







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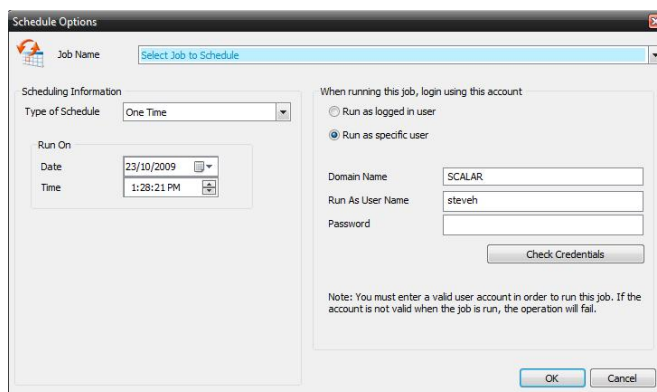
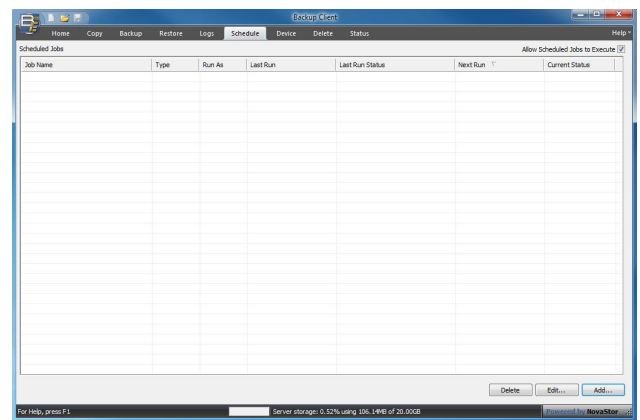
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## 5. Configuring a backup schedule

You can backup as often as you like without any additional cost. Once you schedule a backup it will proceed automatically without disrupting your work. We recommend that you schedule a daily backup, towards the end of your working day, or overnight if you leave your machine running overnight.

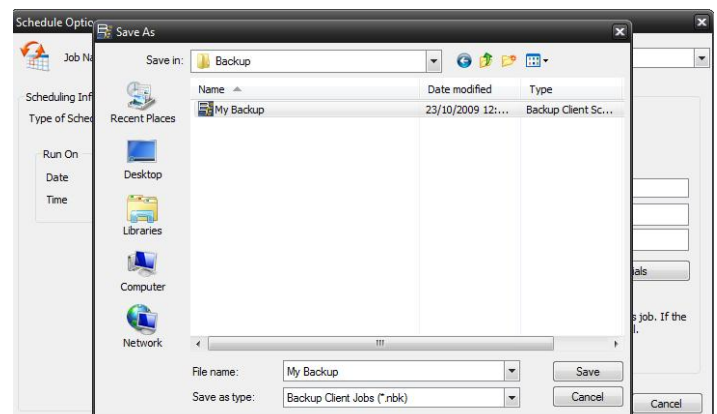
Click on the 'Schedule' Tab.

To create a new Schedule click the 'Add...' button in the bottom-right corner.



The first step is to choose a Backup Job to schedule.  
Click on 'Select a Job to Schedule',

Then go into the 'Backup' folder and select  
your previously saved Backup Job. Click 'Save'.





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Choose how often you want to run the backup.  
We suggest scheduling a daily backup.

If your computer starts up and goes straight to the Windows Desktop without requesting a password we suggest running the job as the logged in user. If you enter a password to use the computer choose 'Run as specific user' and enter your login details. For a dedicated server we normally recommend using the Administrator account, but any account that has full access to your files will work. Use the 'Check Credentials' button to check that your login details are valid.

When finished click 'OK' and you will be taken back to the 'Schedules' screen where you should see your Backup Job ready to run at the time you selected.





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## 6. Your first full backup

The following chart shows how much data you can backup in a given period, depending on the **upload** speed of your internet connection. Check with your ISP if you are not sure what your upload speed is.

Upload speed	Overnight (5pm – 8am)	Weekend (5pm Friday – 8am Monday)
33kbps (dial-up modem)	170 MBytes	700 MBytes
64kbps (256/64 ADSL)	325 MBytes	1.4 GBytes
128kbps (512/128 ADSL and cable)	650 MBytes	2.8 GBytes
256kbps (1500/256 ADSL)	1.3 GBytes	5.5 GBytes
512kbps (512/512 ADSL)	2.6 GBytes	11 GBytes
1Mbps (ADSL-2 and SHDSL)	5GBytes	22GBytes
2Mbps (ADSL-2 with Annex-M, SHDSL)	10GBytes	44GBytes

Before you start your first full backup take a moment to estimate the time it will take, based on the size of your file selection and the transfer rate table above. It is very common to run the full backup overnight or even over a weekend.

Don't be discouraged by how long the full backup will take. You will find that once this step is completed your regular daily backups will be very fast. If your calculated time for the full backup is much longer than you can tolerate, you can perform a seed backup onto a USB hard disk and send it to us. Contact support for more information.

You can stop the backup at any time. When you restart it, it will continue from where it left off. Very often you will find that you can allow the backup to continue throughout the working day without adversely affecting the internet speed perceived by your internet users.

One final warning. Check that your internet plan is sufficient for your needs. In particular, find out whether your ISP will bill you for uploaded data. Otherwise you may receive a nasty bill from your ISP. Most ISPs do not charge for uploaded data, but there are exceptions. At the time of writing, Australia's Telstra Bigpond does charge for uploaded data on all of its metered plans.

To start your backup click on the **Backup** Button on the far right of the Backup Pane, or on the Schedule Pane right-click the Backup Job and choose 'Run Now'.



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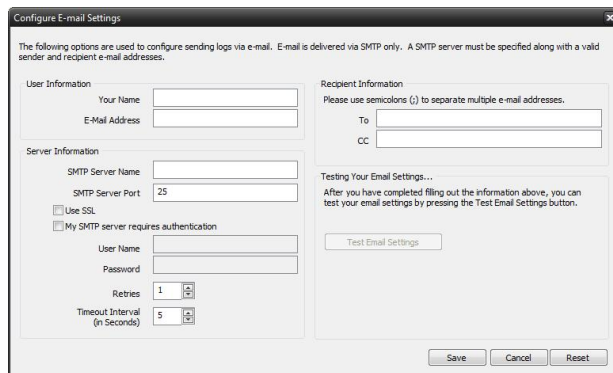
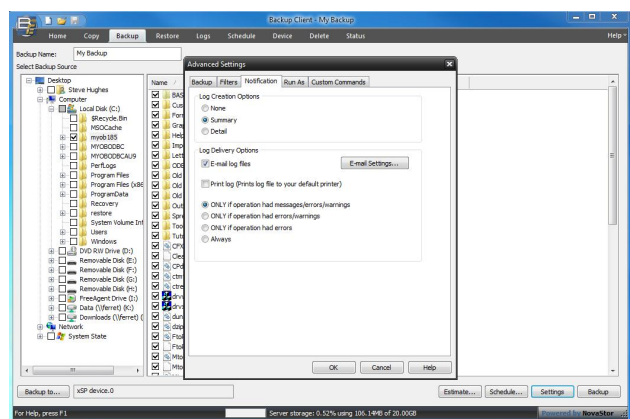
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## 7. Setting up email notification

This is most useful when the machine running the backup software is unattended.

You can choose to set up an email notification that will report to you after every backup, or only in the event that a backup does not complete correctly.

On the Backup Pane, click 'Settings'  
and go to 'Notifications'.



The 'Email Settings' button will take you into the  
Email Configuration screen.

Contact your network administrator if you need help. Here are some tips that might help:

If you have another email program such as Outlook or Outlook Express configured to send/receive email, check the account settings. You can probably use some or all of these settings to configure Online Backup.